

FAO: Manager maintenance@hiexdublincc.com
HOLIDAY INN
28 -32 O CONNELL STREET
DUBLIN 1

Date: 22.07.2022
Our Ref: HOLI001

Fire Alarm Service Contract

Dear Manager

Please find amendment to the fire alarm service contract below which has been updated to include changes in the maintenance and service requirements outlined in the latest editions of the relevant standards.

- Fire Alarm Standard – IS3218:2013+A1:2019

Additional requirements include –

- Review records of existing system install and commission certification
- Revised service certification documentation
- Management and analysis of false alarm activations
- More comprehensive and detailed test records and reports

Please find the enclosed service contract for a detailed breakdown of the service procedure.

Due to the changes outlined above and a general increase in business costs, the price of the service contract has been adjusted as follows:

| Maintenance Description | Visits | Unit Cost | Total |
|---|--------|-----------|------------------|
| Holiday Inn O Connell St Routine Quarterly Fire Alarm System Maintenance <i>2 Fire Alarm Panels with All Field Devices, inc Coffee Shop next door also</i> | X 4 | €580.00 | €2,320.00 |
| Total for the Sum of exc. Vat: | | | €2,320.00 |

The price has been adjusted to include the additional time required and adjusted in-line with the current rate of inflation. This will take effect from your next due service.

Masterfire greatly appreciate your continued business and support. If you have any further questions or concerns, please do not hesitate to contact us.

Yours Sincerely,

Sean Traynor

Sean Traynor
041-6853313

FIRE ALARM SYSTEM SERVICE AGREEMENT

| | |
|---------------------------|---|
| Customer: | Holiday Inn O Connell St |
| Site Address | O Connell Street, Dublin |
| Invoicing Address: | |
| Email Address: | Manager maintenance@hiexdublincc.com |
| Telephone No. | |
| Service Dates: | 4 service visits per year as per the current Irish Standards |

We, MasterFire Life Safety Systems Ltd. (hereinafter called The Company), agree to undertake the maintenance of the equipment referred to in the log book for the above named Customer (hereinafter called The Customer) 4 time(s) annually on the following conditions:

- (1) In consideration of payment, within 30 days of Invoice, The Company will provide maintenance service from year to year to keep the equipment in good operating condition when in normal use. Spare and/or replacement parts will be supplied, having received approval of the customer, at prices ruling on date of Invoice and will be charged as an extra to the Service charge.
- (2) The method employed in repairing or servicing under this Agreement shall be decided by the Company whose decision shall be final.
- (3) The responsibility of the Company ceases if any of the equipment is repaired or interfered with by any person other than an authorised Company representative or Company trained personnel or if damage to the equipment has been caused by the fitting of parts or accessories which have not been approved by the Company. However, the Company shall be entitled to recover any sums already accrued and due.
- (4) In the event of the Company being unable to provide maintenance service by reason of strike, civil commotion, unavoidable accident or other cause beyond the Company's control, the Company shall not be held liable for any loss or damage, nor shall the Company be held liable should any circumstances beyond its control prevent the supply of any replacement equipment required.
- (5) The maintenance contract annual charge may be subject to the Irish Construction Inflation Index.
- (6) The Company's liability in respect of defects in or failure of the goods supplied or serviced or for any direct or indirect loss, injury or damage attributable thereto is limited to making good by replacement or repair such defects as under proper use appear between periods of servicing and which are due to faulty materials, workmanship or design.
- (7) The Company will repair or replace free of charge any part or component supplied or installed by the company which within one (1) year of its supply and/or installation is found to be defective due to faulty workmanship, material or design.
- (8) In accordance with current WEEE compliance obligations, Masterfire will take back Waste Electronic and Electrical Equipment (WEEE) supplied, free of charge and dispose of it in accordance with current waste management statutory compliance requirements. If your equipment was bought prior to August 2005 and you are replacing the equipment with Masterfire we will take back your old equipment free of charge and dispose of it in accordance with current waste management statutory compliance requirements.
- (9) This Agreement can be terminated by notice in writing 30 days prior to expiration, otherwise it shall continue from year to year, subject to the payments being made as per Para. (1) above, calculated according to the scale of maintenance charges effective at the renewal date and any additions or reductions in equipment being serviced.
- (10) Price per scheduled service visit Fire Alarm € 580.00 + Vat.
- (11) Charges for emergency call out service will be at the Company's ruling call out rates.

NOTE: The Purchasers attention is drawn to "User responsibilities" as set out in I.S.3218:2013+A1:2019 Clause 9.

Fire Alarm System - Service Agreement

As you are aware, it is the responsibility of the employer to ensure the safety of all persons on their premises, as per The Health and Welfare at Work Act 2005 (IS3218). Failure to service according to the pertinent standards could possibly endanger life and could raise questions of Insurance cover.

IS3218:2013+A1:2019

"The responsible person shall ensure that a FDAS is inspected, maintained and serviced by a competent person in accordance with this Standard."

Routine servicing ensures that all aspects of your Fire Alarm System are working correctly, providing not only peace of mind, but also fulfilling the legal requirements to the satisfaction of Fire & Safety Authorities.

Here are some of the additional benefits you gain from MasterFire Life Safety Systems Service Agreement-

- Compliance with legal obligations
- 24hr telephone support
- 24hr call out service at reduced rates
- Absolute confidence in your safety equipment should an emergency occur
- Identification of system faults before a problem occurs
- An agreed maintenance schedule
- The support and knowledge of one of the top fire protection companies in Ireland
- Our highly trained engineers will ensure worry free fire Protection 365 days a year.
- Possible reduced insurance premiums

We also offer a comprehensive training service to all staff on all aspects of fire, i.e. Fire prevention, Fire Control and Evacuation.

If you require any further information or have queries, please do not hesitate to contact us.

Yours Sincerely,

Sean Traynor

Sean Traynor

Service Administrator

Ph: 041 - 685 331

Fax: 041 - 685 7771

Maintenance Procedure

Our engineer will carry out the following on each service visit.

- Interrogate Fire Panel event log and correct any occurrences of fault or fire condition since the previous service visit. We can then determine if there was an adequate reason for the activation and take preventative measures to prevent a re-occurrence.
- Measure and record back up battery charging current on all Fire Control Panels and check that connections are tight and clear of corrosion.
- All ancillary functions will be tested. I.e. link to monitoring station, output signals to fire doors and smoke vents. A thorough test of the specific site configuration will also be carried out to ensure plant shutdown etc.
- Check and record analogue values of all devices. We can determine by the analogue level of the device if the chamber of the detector is contaminated by dust and replace if necessary. This will reduce the risk of unwanted alarms and unnecessary callouts while ensuring that the smoke detectors are working at their optimum.
- We will smoke test 25% of the automatic detection per service visit. All devices tested will be clearly marked on test spreadsheet. A visual inspection will be made to check whether structural or occupancy changes have affected the requirements for the siting of the smoke sensors. If there were alterations to the structure of the building, which might require additional detection we would advise of such problems and the corrective measures could be taken to ensure compliance with, IS Standards.
- Check manual call points. Call points must be clearly visible and remain unobstructed and conspicuous.
- Check 100% of all sounders. Db readings will be taken at various points and recorded. (Sound test carried out in agreement with customer). The installation of new machines or equipment may affect sound levels so it is necessary to regularly activate the sounders to ensure that they are audible above the ambient noise levels during production.
- Measure back up battery charging current on all ancillary Power Supply Units and check that connections are tight and clear of corrosion. As Power Supply Units are supplying Air Sampling Panels it is necessary to ensure that each unit is capable of providing full fire protection for 72 hours should the main AC supply fail.
- Provide folder with all test details recorded in A4 format. It can be clearly identified from this record what devices were tested on each service visit and whether they passed, failed or were replaced.
- Provide Fire Log Books for each panel detailing service work and repairs carried out on each visit. These log books contain a summary of works carried out and are located at the Fire Panels.
- Carry out in-service training on fire alarm system for maintenance personnel as required. If maintenance staff are familiar with the operation of the fire alarm system, they would be capable of carrying out small repairs like changing a faulty smoke detector or replacing broken glass in a call point. This would reduce callout costs. An engineer will always be on 24-hour call to offer advice or attend site if necessary.
- Issue Test Certificate and enter details in Fire Log Book

24hr Callout Service

We provide a comprehensive 24hr callout service using a dedicated callout phone number and paging system.

Servicing Costs

- Our service visit costs are as per attached Service Agreement.
- The callout rate to site is €110+Vat for the first hour on site (*including travel costs*) and €55+Vat for every hour on site thereafter **irrespective of time or day.** Please note that the majority of all callouts are normally resolved within the 1st hour on site by our experienced trained engineers.

If height for hire is required the customer must provide it.